Tech Info Library

Desktop Printer Spooler 1.0.1 and PowerTalk 1.1 Issue (9/95)

```
Revised:        9/28/95
Security:       Everyone
```

Desktop Printer Spooler 1.0.1 and PowerTalk 1.1 Issue (9/95)

==

Article Created: 1 August 1995
Article Reviewed/Updated: 28 September 1995

TOPIC ---

This article describes an issue using Desktop Printer Spooler 1.0.1 and
PowerTalk 1.1 on certain Macintosh computers, and provides a workaround.

DISCUSSION --

There is a known issue when using the Desktop Printer Spooler 1.0.1 with
PowerTalk 1.1, which may cause a hang or crash on certain Macintosh computers.
This hanging issue has been reproduced:

• With System Software 7.5 or 7.5.1
• With PowerTalk 1.1
• With Desktop Printing Software 1.0.1 (installed with Color LaserWriter
  12/600 PS, LaserWriter 4/600 PS, and Color StyleWriter 2200 and 2400
  printer software)
• On certain Macintosh computers (Quadra 840AV, Quadra 660AV, Macintosh
  630 series, PowerBook Duo 230 and 280, and Macintosh II)

Workaround

The LaserWriter 8.3 Installer, a three disk set posted to online services,
contains a revision of Desktop Printing Spooler Software from version 1.0.1 to
1.0.2. Desktop Printer Spooler 1.0.2 is recommended for anyone experiencing this
issue. Also the Desktop Printer Spooler 1.0.2 has been posted separately if this
is all you need.

Another workaround is to use a third-party extensions manager and have the
Desktop Printer Spooler load last. Renaming or relocating the file causes it not
to function properly.

Another workaround is to use a third-party extensions manager and have the
Desktop Printer Spooler load last. Renaming or relocating the file will not

function properly.

These articles can help you locate the software update mentioned here:

• "Where To Find Apple Software Updates" -- Lists online services for free Apple software updates.

• "Obtaining Apple Product Support in the USA" -- Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech Info Library.

This article was published in the "Information Alley":
Volume II, Issue 10, Page 19

Article Change History:
28 Sep 1995 - Added Info Alley information; updated article.
09 Aug 1995 - The Desktop Printer Spooler 1.0.2 has been posted separately.

Support Information Services

Copyright 1995, Apple Computer, Inc.

Tech Info Library Article Number:18285